

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

### B.1 CLIN DEFINITIONS

**AGENT-ASSISTED TRAVEL RESERVATION SERVICE (ATRS):** ATRS is one in which the services of a customer support agent are used explicitly for making and/or fulfilling travel arrangements. The use of ETS2 customer support services for technical support or assistance in completing self service actions shall not constitute a full-service transaction, and any service or technology refreshment of the ATRS shall be included in this fee (as defined by Section C.5, *Technology Capabilities and Characteristics*). Applicable to the following CLINs: **CLIN 0001AC, CLIN 0001AD, CLIN 0001AE, CLIN 0001AG, CLIN 0001SBAC, CLIN 0001SBAD, CLIN 0001SBAE, CLIN 0001SBAG** and their respective option year CLINs.

**CLIN:** Contract Line Item Number.

**CUSTOM INTERFACE DEVELOPMENT AND INTERFACE TESTING :** Development of Interfaces between the ETS2 and customer agencies' core business systems that need changes or enhancements to the standard interface functionality as requested in Section C.8, Agency Business Systems Data Integration Capabilities and Characteristics, including but not limited to generation of accounting transactions as needed; updating and verification of funds control and the standard general ledger; and generation of disbursement actions by electronic funds transfer (EFT) or other means IAW Section C Attachment 9, Agency Business System Integration Guidance. In addition, this CLIN will be used for application level end-to-end testing between ETS2 and an agency's business systems (financial, human resources, charge card vendors, etc.) for an agency's initial implementation. After initial implementation, application level end-to-end testing is covered under the Contractor's release management cycle as requested in Section C.5.1.1#8. **CLIN0013** is priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. This work does not include efforts identified in CLIN 0005 for Standard Implementation (standard integration configuration and deployment development for standard implementation) and should be used for agency specific customized interface needs and not to charge for the standard integration capabilities as requested in Section C.8, Agency Business Systems Data Integration Capabilities and Characteristics or configuration efforts for establishing, operating, and maintaining the ETS2 integration capability as requested as Standard Implementation Services. Applicable to **CLIN 0013** and corresponding option CLINs.

**CUSTOM REPORT DEVELOPMENT:** Custom report development IAW *Section C.9 Queries and Reports* for the development of customer agency custom reports to support agency-specific reporting requirements. Priced at a not-to-exceed (NTE), hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses,

and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. Applicable to **CLIN 0011** and corresponding option CLINs.

**FEMA SURGE BLANKET TRAVEL:** Federal Emergency Management Administration (FEMA) Surge Blanket Travel requires that an extremely large number of employees to be granted authority to travel under one Travel Authorization as required by *Section C.3.2 Types of Travel*, and IAW Section C Attachment 13, *FEMA Surge Blanket Travel Requirements (Mandatory)*. Applicable to **CLIN 0014** and corresponding option CLINs.

**FOREIGN AFFAIRS MANUAL (FAM):** TDY travel of Foreign Service and other applicable classes of Federal travelers in accordance with *Section C.4.1 Federal Travel Policy Compliance*, and Section C Attachment 19, *Department of State Travel Requirements*. (Traveling with Family Members excluding relocation.) Applicable to **CLIN 0016** and corresponding option CLINs.

**INTERNATIONAL RATE DESK:** Applicable when no GSA City Pair Program (CPP) is available for international destinations. Includes capability for faring complex international itineraries using a comprehensive set of faring methods, exceptions and interpretations of airline policies, Department of Transportation (DOT) regulations, International Airlines Travel Agent Network (IATAN) policies, and tariff manuals to optimize best pricing for international travel. Does not apply for CPP or combinations thereof or simple round trip commercial itineraries. This is optional CLIN based on agency needs. In the event that a reservation is routed to this desk by a TMC agent that is not actionable by or applicable to international rate desk services, it will be redirected to the standard TMC services with no action and no fee. Applicable to **CLIN 0004** and its corresponding option CLINs.

**NATIONAL INSTITUTES OF HEALTH (NIH) PATIENT TRAVEL:** Patient travel will be in accordance with *C.3.2 Types of Travel*, and *Section C Attachment 18, NIH Patient Travel*. Applicable to **CLIN 0018** and corresponding option CLINs.

**NONEMERGENCY AFTER HOURS TMC SERVICE:** The transaction fee for this item is for the services of a full-service travel representative accessible for nonemergency travel planning and reservation services, including group travel and surge travel, outside of 7:00 a.m. to 10:00 p.m., U.S. Eastern Time on a 24/7/365 basis in accordance with *Section C.4.2, Functional Capabilities and Characteristics*. Applicable to **CLIN 0008**, its subCLINs and corresponding option CLINs. Examples of non-emergency service include but are not limited to:

- Requests for flight schedule or gate information
- Transaction fee questions
- Technical assistance with ETS booking engine
- Requests for invoice copies
- Requests to update traveler profiles
- Requests to add frequent flyer information to reservation
- Requests to change seat assignments

**ONLINE TRAVEL RESERVATION SERVICE (OTRS):** An online transaction is one in which travel reservations and fulfillment are initiated and completed online, i.e., without direct contact between the user/traveler/travel arranger with a customer support agent for the explicit purpose of making and/or fulfilling travel arrangements. The use of ETS2 customer support services for technical support or assistance in completing self service

actions shall still constitute an OTRS, as well as any service or technology refreshment of the OTRS shall be included in this fee (as defined by Section C.5, *Technology Capabilities and Characteristics*). Applicable to the following **CLINs: CLIN 0001AA, CLIN 0001AB, CLIN 0001AF, CLIN 0001SBAA, CLIN0001SBAB, CLIN 0001SBAF**, and their respective option year CLINs.

**ONSITE RESERVATION AND FULFILLMENT SERVICES:** Represents traditional travel agent services where travel reservations and fulfillment services are performed by dedicated, on-site travel agent personnel in accordance with the requirements of and other ancillary services such as completion of Authorization and Voucher data (excluding signature and submission) and Passport Services such as visas as negotiated in the agency task order. Offerors shall consider that onsite services could be required at CONUS and OCONUS locations. The customer agency will choose which subCLIN(s) best fits their needs.

**SubCLINs 0006AA and 0006AB ONSITE RESERVATION AND FULFILLMENT SERVICES:** Priced at a NTE hourly rate. The onsite ceiling hourly rate includes wages, overhead, general and administrative expenses, reservation and fulfillment fees, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. The hourly rate **may** be negotiated at the TO / sub-TO level for the services required for each country or geographic region, as applicable. Applicable to **subCLINs 0006AA, 0006AB** and their corresponding option subCLINs.

**SubCLINs 0006AC and 0006AD ONSITE RESERVATION AND FULFILLMENT SERVICES:** Priced at a firm-fixed-price transaction fee. The transaction fee **may** be negotiated at the TO / sub-TO level for the services required for each country or geographic region, as applicable. Applicable to **subCLINs 0006AC and 0006AD** and their corresponding option subCLINs.

**PAPER TICKET:** A paper ticket is the paper instrument identifying the transportation to which the traveler is entitled. A paper ticket refers to all physical documents such as flight coupon, passenger receipt, and detailed itinerary, for example, related to a single travel itinerary. Applicable to **CLIN 0003**, including its subCLINs and corresponding option CLINs.

**QUALITY CONTROL PROGRAM FOR ACCOMMODATED TMCS (ATMC QCP):** The Contractor shall provide quality control services as described in Section C.4.2.9 for Accommodated TMCs. Applicable to **CLIN 0001AH, 00001SBAH** and corresponding option CLINs.

**RESERVED:** This CLIN is reserved.

#### **SOFTWARE FOR ETS2 PROFILE MANAGEMENT THROUGH MASS**

**UPLOADING/UPDATING:** This CLIN is intended for post implementation mass updates ordered at the agency's choice and includes software provided to customer agencies for uploading and importing data through an agency business system interface as determined by a customer agency in accordance with Section C.4.2.25.1, *ETS2 Customer Configuration and Administration #3*. Applicable to **CLIN 0017** and corresponding option CLINs.

**STANDARD IMPLEMENTATION SERVICES:** The Contractor shall provide implementation support services required to establish agency-specific configuration and

operational readiness in coordination with each customer agency placing a task order for ETS2 that will be priced at a not-to-exceed (NTE) per Lot amount. This amount includes wages, overhead, general and administrative expenses and profit applicable to the Contractor as well as subcontractors/teaming partners. Discounts from the NTE price can be offered at the task order level for these services. Implementation includes but is not limited to planning and execution; kick-off meetings with key stakeholders; communications planning and execution; data loads and configuration of ETS2; training services; standard integration configuration **and connectivity set up** and deployment development (agency customized integration and interface capabilities are separately priced under CLIN 0013), and TMC services in accordance with (IAW) *Section C.10 Standard Implementation Services*. Applicable to **CLIN 0005**, its subCLINs and corresponding option CLINs further defined as follows:

**CLIN 0005A SERVICE LEVEL A:** The contractor shall load up to 1,000 user profiles IAW Section C.10.1.11 #1a).

**CLIN 0005B SERVICE LEVEL B:** The contractor shall load up to 4,000 user profiles IAW Section C.10.1.11 #2a).

**CLIN 0005C SERVICE LEVEL C:** The contractor shall load up to 10,000 user profiles IAW Section C.10.1.11#3a).

**CLIN 0005D SERVICE LEVEL D:** The contractor shall load up to 120,000 user profiles IAW Section C.10.1.11#4a).

**SUPPLEMENTAL CUSTOMER SERVICE:** Services not already defined in Section C but are within the scope of this contract not covered by the other mandatory or optional CLINs. Applicable to **CLIN 0019** and corresponding option CLINs.

**SUPPLEMENTAL SECURITY SERVICES:** Supplemental security services IAW Section C.6.1.8, *Security Capabilities and Characteristics*, to include but are not limited to enhanced security risk analysis and enhanced security for access and transmission, to include any services requested at the task order level. Priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. Applicable to **CLIN 0010** and corresponding option CLINs.

**SUPPLEMENTAL TRAINING SERVICES (INCLUDING USER ROLES):** Supplemental Training Services as required by Section C.12.1, *Training*, to include but not limited to all user roles at CONUS and OCONUS sites to accommodate at least 25 students per class, customized step-by-step training aids, or other training material. Priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. **CLIN 0009**.

**TECHNICAL HELP DESK:** The help desk assists users IAW Section C.11.1.3, *ETS2 Technical Help Desk*, is priced at a NTE hourly rate and a transactional firm-fixed price rate. The customer agency will choose which subCLIN(s) best fits their needs. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. **CLIN 0012**, its subCLINs and corresponding option CLINs further as follows:

**CLIN 0012AA TECHNICAL HELP DESK TIER ONE:** The Contractor shall provide agency-specific help desk Tier One IAW Section C.11.1.3, *Technical Help Desk*. These CLINs, corresponding option CLINs is for agencies to define help desk support for a specific period of time or level of effort regardless of frequency of use for the specified time period.

**CLIN 0012AB HELP DESK TIER ONE BEFORE 7:00 AM after 10:00 PM (U.S. Eastern Time)** The Contractor shall provide help desk IAW Section C.11.1.3, *Technical Help Desk*.

**CLIN 0012AC TECHNICAL HELP DESK TIER ONE:** The Contractor shall provide agency-specific help desk Tier One IAW Section C.11.1.3, *Technical Help Desk*. These CLINs support a fixed fee price related to a specific issue per user and allows contact to the help desk multiple times until the issue is resolved.

**TRANSACTION TYPE A:** Each transaction fee includes all arrangements and reservations related to one itinerary for which a domestic/international air or rail ticket is used. The CLIN fee includes making and changing all arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not required to be refunded if the travel is subsequently cancelled. The Contractor shall not charge a fee for cancellations made prior to ticket issuance. The transaction fee covers the process of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. Activities that do not result in the issuance of a ticket, such as research of travel arrangements, changes to existing arrangements prior to ticket issuance, and air and/or rail reservations for which tickets are not issued, for example, shall not be considered as a Transaction A transaction. Applicable to the following CLINs: **CLIN 0001AA, CLIN 0001AC, CLIN 0001AD, CLIN 0001AF, CLIN 0001SBAA, CLIN 0001SBAC, CLIN 0001SBAD, CLIN 0001SBAF, CLIN 0007AA, CLIN 0007AB, CLIN 0008AA, CLIN 0008AB, CLIN 0014, CLIN 0015, CLIN 0016, CLIN 0018**, and their respective option year CLINs.

**TRANSACTION TYPE B:** Each transaction fee includes all domestic and international arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangement and activities that result in changes to or cancellation of lodging and/or car rental reservations prior to the check-in or pickup date shall not be considered Transaction B transactions. Transaction B fees shall be charged at the point the authorization is approved by the customer agency travel authorizing/approving official or his/her designee. Applicable to the following CLINs: **CLIN 0001AB, CLIN 0001AE, CLIN 0001AG, CLIN 0001SBAB, CLIN 0001SBAE, CLIN 0001SBAG, CLIN 0007, CLIN 0008, CLIN 0014, CLIN 0015, CLIN 0016, CLIN 0018**, and their respective option year CLINs.

See Appendix B-1: Guidance for Online Travel Reservation Service (OTRS) and Agent-Assisted Travel Reservation Service (ATRS) Pricing Applications for clarifications on the applications of OTRS and ATRS CLINs.

**TRAVEL VOUCHER:** A digitally signed claim for reimbursement of expenses incurred in the performance of official travel. For the purposes of pricing, the travel voucher

includes travel planning, travel authorization, travel advance, to include the cost of Account Management, Online Help, Tier 2 and Tier 3 Technical Help Desk and standard integration capabilities outlined in Section C.8, *Agency Business Systems Data Integration Capabilities and Characteristics* into the Voucher Transaction Fee and travel voucher functionalities in accordance with the mandatory requirements of Section C.4, *ETS2 Capabilities and Characteristics*, and any service and technology refreshment (as defined in Section C.5, *Technology Capabilities and Characteristics*). The Joint Federal Travel Regulations (JFTR) for Uniformed Service Members in accordance with *Section C.3.2 Types of Travel*, and *Section C Attachment 12, JFTR Requirements (Priced Objective Requirement Description)*, is applicable to CLIN 0002J. Applicable to **CLINs 0002**, its subCLINs and corresponding option CLINs, further defined as follows:

**CLIN 0002AA:** LOCAL AUTHORIZATION AND/OR VOUCHER SERVICES: A local voucher is a claim for expenses, such as taxi and mass transit fares, privately owned vehicle (POV) mileage, and other miscellaneous expenses incurred while performing official business within the vicinity of an employee's designated post of duty, not connected with TDY travel.

**CLIN 0002AB:** TDY AUTHORIZATION AND/OR VOUCHER SERVICES: A TDY travel voucher is a claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

**CLIN 0002JAA:** JOINT FEDERAL TRAVEL REGULATION (JFTR) TDY AUTHORIZATION AND/OR VOUCHER SERVICES: A travel voucher is a claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

**VERY IMPORTANT PERSON (VIP) TRAVEL SERVICES:** VIP services are specialized travel agency services performed by specifically designated travel counselors who provide enhanced travel reservation services to designated customer agency personnel. Priced at a firm-fixed-price transaction rate. VIP travel services will be performed in accordance with the mandatory requirements of Section C.4.2.7, *Agent-Assisted Travel Planning and Reservation Service*. VIP TMC Services will be charged at time of ticket issuance and is NOT required to be refunded if the travel is subsequently cancelled. Applicable to **CLIN 0007**, its subCLINs and corresponding option CLINs.

## **B.2 SCHEDULE OF ITEMS**

B.2.1 CLINs identified below (and their corresponding option period pricing) will be competitively evaluated as described in Section F. These CLINs are mandatory to be bid by the offeror. Ordering agencies may or may not order one or more of the noted CLINs.

The "Estimated Quantity" column shows quantities estimated for each CLIN for the duration of the base or option period (as applicable). These quantities are not by year, but cumulative totals for the entire period. These are estimates only and are no indication of future quantities or sales, and are not a guarantee that the volume estimated will be achieved.

Base Period (3 Years):

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0001</b>	<b>ETS2 Reservation and Fulfillment Services (Large Business (LB) TMC)</b>					
0001AA	OTRS Domestic/Intl w/Air/Rail	599,854	\$	Each Transaction A	FFP	\$
0001AB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	31,572	\$	Each Transaction B	FFP	\$
0001AC	LB ATRS Domestic w/Air/Rail	289,216	\$	Each Transaction A	FFP	\$
0001AD	LB ATRS Intl w/Air/Rail	32,135	\$	Each Transaction A	FFP	\$
0001AE	LB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	16,913	\$	Each Transaction B	FFP	\$
0001AF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	149,964	\$	Each Transaction A	FFP	\$
0001AG	LB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	7,893	\$	Each Transaction B	FFP	\$
<b>0001AH</b>	<b>LB ATMC QCP</b>	<b>515,142</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0001SB</b>	<b>ETS2 Reservation and Fulfillment Services (Small Business (SB) TMC)</b>					
0001SBAA	OTRS Domestic/Intl w/Air/Rail	599,854	\$	Each Transaction A	FFP	\$
0001SBAB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	31,572	\$	Each Transaction B	FFP	\$
0001SBAC	SB ATRS Domestic w/Air/Rail	289,216	\$	Each Transaction A	FFP	\$
0001SBAD	SB ATRS Intl w/Air/Rail	32,135	\$	Each Transaction A	FFP	\$
0001SBAE	SB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	16,913	\$	Each Transaction B	FFP	\$
0001SBAF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	149,964	\$	Each Transaction A	FFP	\$
0001SBAG	SB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	7,893	\$	Each Transaction B	FFP	\$
<b>0001SBAH</b>	<b>SB ATMC QCP</b>	<b>515,142</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0002</b>	<b>ETS2 Authorization and Voucher Services</b>					
0002AA	Local Voucher	468,325	\$	Each Local Voucher	FFP	\$
0002AB	TDY Voucher	1,761,792	\$	Each TDY Voucher	FFP	\$
<b>0002J</b>	<b>ETS2 JFTR Authorization and Voucher Services</b>					
0002JAA	TDY Voucher	154,660	\$	Each TDY Voucher	FFP	\$
<b>0003</b>	<b>Paper Ticket Issuance and Delivery</b>					



0003AA	Paper Ticket w/U.S. Mail Delivery	1,748	\$	Each Ticket	NTE	\$
0003AB	Paper Ticket w/Express Delivery	8,739	\$	Each Ticket	NTE	\$
0003AC	Paper Ticket w/Courier Delivery	1,748	\$	Each Ticket	NTE	\$
<b>0004</b>	<b>International Rate Desk</b>	84	\$	Each Ticket	FFP	\$
<b>0005</b>	<b>Standard Implementation Services</b>					
0005AA	Service Level A	1	\$	Lot	NTE	\$
0005AB	Service Level B	3	\$	Lot	NTE	\$
0005AC	Service Level C	4	\$	Lot	NTE	\$
0005AD	Service Level D	16	\$	Lot	NTE	\$

## Option 1 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0021</b>	<b>ETS2 Reservation and Fulfillment Services (Large Business (LB) TMC)</b>					
0021AA	OTRS Domestic/Intl w/Air/Rail	3,140,590	\$	Each Transaction A	FFP	\$
0021AB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	165,295	\$	Each Transaction B	FFP	\$
0021AC	LB ATRS Domestic w/Air/Rail	1,514,214	\$	Each Transaction A	FFP	\$
0021AD	LB ATRS Intl w/Air/Rail	168,245	\$	Each Transaction A	FFP	\$
0021AE	LB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	88,551	\$	Each Transaction B	FFP	\$
0021AF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	785,149	\$	Each Transaction A	FFP	\$
0021AG	LB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	41,323	\$	Each Transaction B	FFP	\$
<b>0021AH</b>	<b>LB ATMC QCP</b>	<b>2,697,069</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0021SB</b>						
0021SBAA	OTRS Domestic/Intl w/Air/Rail	3,140,590	\$	Each Transaction A	FFP	\$
0021SBAB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	165,295	\$	Each Transaction B	FFP	\$
0021SBAC	SB ATRS Domestic w/Air/Rail	1,514,214	\$	Each Transaction A	FFP	\$
0021SBAD	SB ATRS Intl w/Air/Rail	168,245	\$	Each Transaction A	FFP	\$
0021SBAE	SB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	88,551	\$	Each Transaction B	FFP	\$
0021SBAF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	785,149	\$	Each Transaction A	FFP	\$
0021SBAG	SB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging	41,323	\$	Each Transaction B	FFP	\$



	and/or Car Only)					
0021SBAH	SB ATMC QCP	2,697,069	\$	Each Transaction	FFP	\$
<b>0022</b>	<b>ETS2 Authorization and Voucher Services</b>					
0022AA	Local Voucher	2,451,952	\$	Each Local Voucher	FFP	\$
0022AB	TDY Voucher	9,224,012	\$	Each TDY Voucher	FFP	\$
<b>0022J</b>	<b>ETS2 JFTR Authorization and Voucher Services</b>					
0022JAA	TDY Voucher	809,733	\$	Each Voucher	FFP	\$
<b>0023</b>	<b>Paper Ticket Issuance and Delivery</b>					
0023AA	Paper Ticket w/U.S. Mail Delivery	9,152	\$	Each Ticket	NTE	\$
0023AB	Paper Ticket w/Express Delivery	45,755	\$	Each Ticket	NTE	\$
0023AC	Paper Ticket w/Courier Delivery	9,152	\$	Each Ticket	NTE	\$
<b>0024</b>	<b>International Rate Desk</b>	443	\$	Each Ticket	FFP	\$
<b>0025</b>	<b>Standard Implementation Services</b>					
0025AA	Service Level A	1	\$	Lot	NTE	\$
0025AB	Service Level B	1	\$	Lot	NTE	\$
0025AC	Service Level C	1	\$	Lot	NTE	\$
0025AD	Service Level D	1	\$	Lot	NTE	\$

## Option 2 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0041</b>	<b>ETS2 Reservation and Fulfillment Services (Large Business (LB) TMC)</b>					
0041AA	OTRS Domestic/Intl w/Air/Rail	3,177,464	\$	Each Transaction A	FFP	\$
0041AB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	167,236	\$	Each Transaction B	FFP	\$
0041AC	LB ATRS Domestic w/Air/Rail	1,531,992	\$	Each Transaction A	FFP	\$
0041AD	LB ATRS Intl w/Air/Rail	170,220	\$	Each Transaction A	FFP	\$
0041AE	LB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	89,590	\$	Each Transaction B	FFP	\$
0041AF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	794,368	\$	Each Transaction A	FFP	\$
0041AG	LB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	41,808	\$	Each Transaction B	FFP	\$
0041AH	LB ATMC QCP	2,728,736	\$	Each Transaction	FFP	\$
<b>0041SB</b>	<b>ETS2 Reservation and Fulfillment Services (Small Business (SB) TMC)</b>					
0041SBAA	OTRS Domestic/Intl	3,177,464	\$	Each	FFP	\$

	w/Air/Rail			Transaction A		
0041SBAB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	167,236	\$	Each Transaction B	FFP	\$
0041SBAC	SB ATRS Domestic w/Air/Rail	1,531,992	\$	Each Transaction A	FFP	\$
0041SBAD	SB ATRS Intl w/Air/Rail	170,220	\$	Each Transaction A	FFP	\$
0041SBAE	SB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	89,590	\$	Each Transaction B	FFP	\$
0041SBAF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	794,368	\$	Each Transaction A	FFP	\$
0041SBAG	SB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	41,808	\$	Each Transaction B	FFP	\$
<b>0041SBAH</b>	<b>SB ATMC QCP</b>	<b>2,728,736</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0042</b>	<b>ETS2 Authorization and Voucher Services</b>					
0042AA	Local Voucher	2,480,740	\$	Each Local Voucher	FFP	\$
0042AB	TDY Voucher	9,332,312	\$	Each TDY Voucher	FFP	\$
<b>0042J</b>	<b>ETS2 JFTR Authorization and Voucher Services</b>					
0042JAA	TDY Voucher	819,240	\$	Each TDY Voucher	FFP	\$
<b>0043</b>	<b>Paper Ticket Issuance and Delivery</b>					
0043AA	Paper Ticket w/U.S. Mail Delivery	9,260	\$	Each Ticket	NTE	\$
0043AB	Paper Ticket w/Express Delivery	46,292	\$	Each Ticket	NTE	\$
0043AC	Paper Ticket w/Courier Delivery	9,260	\$	Each Ticket	NTE	\$
<b>0044</b>	<b>International Rate Desk</b>	448	\$	Each Ticket	FFP	\$
<b>0045</b>	<b>Standard Implementation Services</b>					
0045AA	Service Level A	1	\$	Lot	NTE	\$
0045AB	Service Level B	1	\$	Lot	NTE	\$
0045AC	Service Level C	1	\$	Lot	NTE	\$
0045AD	Service Level D	1	\$	Lot	NTE	\$

## Option 3 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0061</b>	<b>ETS2 Reservation and Fulfillment Services (Large Business (LB) TMC)</b>					
0061AA	OTRS Domestic/Intl w/Air/Rail	3,177,464	\$	Each Transaction A	FFP	\$
0061AB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	167,236	\$	Each Transaction B	FFP	\$
0061AC	LB ATRS Domestic w/Air/Rail	1,531,992	\$	Each Transaction A	FFP	\$
0061AD	LB ATRS Intl w/Air/Rail	170,220	\$	Each	FFP	\$

				Transaction A		
0061AE	LB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	89,590	\$	Each Transaction B	FFP	\$
0061AF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	794,368	\$	Each Transaction A	FFP	\$
0061AG	LB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	41,808	\$	Each Transaction B	FFP	\$
<b>0061AH</b>	<b>LB ATMC QCP</b>	<b>2,728,736</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0061SB</b>	<b>ETS2 Reservation and Fulfillment Services (Small Business (SB) TMC)</b>					
0061SBAA	OTRS Domestic/Intl w/Air/Rail	3,177,464	\$	Each Transaction A	FFP	\$
0061SBAB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	167,236	\$	Each Transaction B	FFP	\$
0061SBAC	SB ATRS Domestic w/Air/Rail	1,531,992	\$	Each Transaction A	FFP	\$
0061SBAD	SB ATRS Intl w/Air/Rail	170,220	\$	Each Transaction A	FFP	\$
0061SBAE	SB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)	89,590	\$	Each Transaction B	FFP	\$
0061SBAF	OTRS Domestic/Intl <b>RESERVATION ONLY</b> w/Air/Rail	794,368	\$	Each Transaction A	FFP	\$
0061SBAG	SB ATRS Domestic/Intl <b>RESERVATION ONLY</b> w/o Air/Rail (Lodging and/or Car Only)	41,808	\$	Each Transaction B	FFP	\$
<b>0061SBAH</b>	<b>SB ATMC QCP</b>	<b>2,728,736</b>	<b>\$</b>	<b>Each Transaction</b>	<b>FFP</b>	<b>\$</b>
<b>0062</b>	<b>ETS2 Authorization and Voucher Services</b>					
0062AA	Local Voucher	2,480,740	\$	Each Local Voucher	FFP	\$
0062AB	TDY Voucher	9,332,312	\$	Each TDY Voucher	FFP	\$
<b>0062J</b>	<b>ETS2 JFTR Authorization and Voucher Services</b>					
0062JAA	TDY Voucher	819,240	\$	Each TDY Voucher	FFP	\$
<b>0063</b>	<b>Paper Ticket Issuance and Delivery</b>					
0063AA	Paper Ticket w/U.S. Mail Delivery	9,260	\$	Each Ticket	NTE	\$
0063AB	Paper Ticket w/Express Delivery	46,292	\$	Each Ticket	NTE	\$
0063AC	Paper Ticket w/Courier Delivery	9,260	\$	Each Ticket	NTE	\$
<b>0064</b>	<b>International Rate Desk</b>					
		448	\$	Each Ticket	FFP	\$
<b>0065</b>	<b>Standard Implementation Services</b>					
0065AA	Service Level A	1	\$	Lot	NTE	\$

0065AB	Service Level B	1	\$	Lot	NTE	\$
0065AC	Service Level C	1	\$	Lot	NTE	\$
0065AD	Service Level D	1	\$	Lot	NTE	\$

B.2.2 CLINs identified below (and their corresponding option period pricing) will only be evaluated to ascertain that the price offered is fair and reasonable. These CLINs are mandatory to be bid by the offeror. Ordering agencies may or may not order one or more of the noted CLINs.

The "Estimated Quantity" column shows quantities estimated for each CLIN for the duration of the base or option period (as applicable). These quantities are not by year, but cumulative totals for the entire period. These are estimates only and are no indication of future quantities or sales, and are not a guarantee that the volume estimated will be achieved.

Base (3 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0006</b>	<b>Onsite Reservation and Fulfillment Services (ORFS)</b>					
0006AA	LB ORFS	3,609	\$	Hourly	NTE	
0006AB	SB ORFS	1,078	\$	Hourly	NTE	
0006AC	LB ORFS	28,872	\$	Transaction	FFP	
0006AD	SB ORFS	8,624	\$	Transaction	FFP	
<b>0007</b>	<b>VIP Services</b>					
0007AA	LB VIP Services	462	\$	Per Transaction A or B (as applicable)	FFP	
0007AB	SB VIP Services	138	\$	Per Transaction A or B (as applicable)	FFP	
<b>0008</b>	<b>Nonemergency After Hours TMC Service</b>					
0008AA	LB Nonemergency After Hours TMC Service	2,887	\$	Per Transaction A or B (as applicable)	FFP	
0008AB	SB Nonemergency After Hours TMC Service	862	\$	Per Transaction A or B (as applicable)	FFP	
<b>0009</b>	<b>Supplemental Training Services (including User Roles)</b>					
0009	Supplemental Training Services (including User Roles)	2,568	\$	Hourly	NTE	
<b>0010</b>	<b>Supplemental Security Services</b>					
0010	Supplemental Security Services	476	\$	Hourly	NTE	
<b>0011</b>	<b>Custom Report Development</b>					
0011	Custom Report Development	6	\$	Hourly	NTE	
<b>0012</b>	<b>Technical Help Desk</b>					
0012AA	Tier One	92,160	\$	Hourly	NTE	
0012AB	Tier One (before 7 a.m. and after 10 p.m., U.S. Eastern Time)	9,216	\$	Hourly	NTE	

Base (3 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0012AC	Tier One	63,666		Per Transaction A or B (as applicable)	FFP	
0013	ETS2 Custom Interface Development and Interface Testing	38,250	\$	Hourly	NTE	
0014	FEMA Surge Blanket Travel	450,000	\$	Per Transaction A or B (as applicable)	FFP	
0015	Reserved					
0016	Foreign Affairs Manual (Travel w/family members excluding relocation)	27,000	\$	Per Transaction A or B (as applicable)	FFP	
0017	Software for Profile Management through Mass Uploading/Updating Functionality	24	\$	Per Agency	FFP	
0018	NIH Patient Travel	75,000	\$	Per Transaction A or B (as applicable)	FFP	
0019	Supplemental Customer Service	138,240	\$	Hourly	NTE	
0020	Reserved	TBD				

Option 1 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0026	Onsite Reservation and Fulfillment Services (ORFS)					
0026AA	LB ORFS	8,763	\$	Hourly	NTE	
0026AB	SB ORFS	2,618	\$	Hourly	NTE	
0026AC	LB ORFS	70,104	\$	Transaction	FFP	
0026AD	SB ORFS	20,940	\$	Transaction	FFP	

Option 1 (4 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0027</b>	<b>VIP Services</b>					
0027AA	LB VIP Services	616	\$	Per Transaction A or B (as applicable)	FFP	
0027AB	SB VIP Services	184	\$	Per Transaction A or B (as applicable)	FFP	
<b>0028</b>	<b>Nonemergency After Hours TMC Service</b>					
0028AA	LB Nonemergency After Hours TMC Service	7,010	\$	Per Transaction A or B (as applicable)	FFP	
0028AB	SB Nonemergency After Hours TMC Service	2,094	\$	Per Transaction A or B (as applicable)	FFP	
<b>0029</b>	<b>Supplemental Training Services (including User Roles)</b>	13,904	\$	Hourly	NTE	
<b>0030</b>	<b>Supplemental Security Services</b>	5,276	\$	Hourly	NTE	
<b>0031</b>	<b>Custom Report Development</b>	384	\$	Hourly	NTE	
<b>0032</b>	<b>Technical Help Desk</b>					
0032AA	Tier One	184,320	\$	Hourly	NTE	
0032AB	Tier One (before 7 a.m. and after 10 p.m., U.S. Eastern Time)	18,432	\$	Hourly	NTE	
0032AC	Tier One	1,552,628		Per Transaction A or B (as applicable)	FFP	
<b>0033</b>	<b>ETS2 Custom Interface Development and Interface Testing</b>	34,000	\$	Hourly	NTE	
<b>0034</b>	<b>FEMA Surge Blanket Travel</b>	600,000	\$	Per Transaction A or B (as applicable)	FFP	
<b>0035</b>	<b>Reserved</b>					
<b>0036</b>	<b>Foreign Affairs Manual (Travel w/family members excluding relocation)</b>	36,000	\$	Per Transaction A or B (as applicable)	FFP	

## Option 1 (4 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0037	Software for Profile Management through Mass Uploading/Updating Functionality	0	\$	Per Agency	FFP	
0038	NIH Patient Travel	100,000	\$	Per Transaction A or B (as applicable)	FFP	
0039	Supplemental Customer Service	184,320	\$	Hourly	NTE	
0040	Reserved	TBD				

## Option 2 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0046	<b>Onsite Reservation and Fulfillment Services (ORFS)</b>					
0046AA	LB ORFS	1,528	\$	Hourly	NTE	
0046AB	SB ORFS	456	\$	Hourly	NTE	
0046AC	LB ORFS	12,220	\$	Transaction	FFP	
0046AD	SB ORFS	3,650	\$	Transaction	FFP	
0047	<b>VIP Services</b>					
0047AA	LB VIP Services	616	\$	Per Transaction A or B (as applicable)	FFP	
0047AB	SB VIP Services	184	\$	Per Transaction A or B (as applicable)	FFP	
0048	<b>Nonemergency After Hours TMC Service</b>					
0048AA	LB Nonemergency After Hours TMC Service	1,222	\$	Per Transaction A or B (as applicable)	FFP	
0048AB	SB Nonemergency After Hours TMC Service	365	\$	Per Transaction A or B (as applicable)	FFP	
0049	Supplemental Training Services (including User Roles)	5,332	\$	Hourly	NTE	
0050	Supplemental Security Services	8,000	\$	Hourly	NTE	
0051	Custom Report Development	4,000	\$	Hourly	NTE	



## Option 2 (4 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0052</b>	<b>Technical Help Desk</b>					
0052AA	Tier One	184,320	\$	Hourly	NTE	
0052AB	Tier One (before 7 a.m. and after 10 p.m., U.S. Eastern Time)	18,432	\$	Hourly	NTE	
0052AC	Tier One	1,862,628		Per Transaction A or B (as applicable)	FFP	
<b>0053</b>	<b>ETS2 Custom Interface Development and Interface Testing</b>	<b>6,000</b>	<b>\$</b>	<b>Hourly</b>	<b>NTE</b>	
<b>0054</b>	<b>FEMA Surge Blanket Travel</b>	600,000	\$	Per Transaction A or B (as applicable)	FFP	
<b>0055</b>	<b>Reserved</b>					
<b>0056</b>	<b>Foreign Affairs Manual (Travel w/family members excluding relocation)</b>	36,000	\$	Per Transaction A or B (as applicable)	FFP	
<b>0057</b>	<b>Software for Profile Management through Mass Uploading/Updating Functionality</b>	0	\$	Per Agency	FFP	
<b>0058</b>	<b>NIH Patient Travel</b>	100,000	\$	Per Transaction A or B (as applicable)	FFP	
<b>0059</b>	<b>Supplemental Customer Service</b>	184,320	\$	Hourly	NTE	
<b>0060</b>	<b>Reserved</b>	TBD				

Option 3 (4 years)

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
<b>0066</b>	<b>Onsite Reservation and Fulfillment Services (ORFS)</b>					
0066AA	LB ORFS	1,149	\$	Hourly	NTE	
0066AB	SB ORFS	343	\$	Hourly	NTE	
0066AC	LB ORFS	9,190	\$	Transaction	FFP	
0066AD	SB ORFS	2,745	\$	Transaction	FFP	
<b>0067</b>	<b>VIP Services</b>					
0067AA	LB VIP Services	616	\$	Per Transaction A or B (as applicable)	FFP	
0067AB	SB VIP Services	184	\$	Per Transaction A or B (as applicable)	FFP	
<b>0068</b>	<b>Nonemergency After Hours TMC Service</b>					
0068AA	LB Nonemergency After Hours TMC Service	919	\$	Per Transaction A or B (as applicable)	FFP	
0068AB	SB Nonemergency After Hours TMC Service	274	\$	Per Transaction A or B (as applicable)	FFP	
<b>0069</b>	<b>Supplemental Training Services (including User Roles)</b>	5,332	\$	Hourly	NTE	
<b>0070</b>	<b>Supplemental Security Services</b>	8,000	\$	Hourly	NTE	
<b>0071</b>	<b>Custom Report Development</b>	4,000	\$	Hourly	NTE	
<b>0072</b>	<b>Technical Help Desk</b>					
0072AA	Tier One	184,320	\$	Hourly	NTE	
0072AB	Tier One (before 7 a.m. and after 10 p.m., U.S. Eastern Time)	18,432	\$	Hourly	NTE	
0072AC	Tier One	1,862,628		Per Transaction A or B (as applicable)	FFP	
<b>0073</b>	<b>ETS2 Custom Interface Development and Interface Testing</b>	5,000	\$	Hourly	NTE	
<b>0074</b>	<b>FEMA Surge Blanket Travel</b>	600,000	\$	Per Transaction A or B (as applicable)	FFP	
<b>0075</b>	<b>Reserved</b>					

Option 3 (4 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0076	Foreign Affairs Manual (Travel w/family members excluding relocation)	36,000	\$	Per Transaction A or B (as applicable)	FFP	
0077	Software for Profile Management through Mass Uploading/Updating Functionality	0	\$	Per Agency	FFP	
0078	NIH Patient Travel	100,000	\$	Per Transaction A or B (as applicable)	FFP	
0079	Supplemental Customer Service	184,320	\$	Hourly	NTE	
0080	Reserved	TBD				

### B.3. TASK ORDER DISCOUNTS

The Government anticipates discounts at the task order level for all CLINs with a NTE price.

### B.4 INDUSTRIAL FUNDING FEE

The Industrial Funding Fee (IFF) reimburses the General Services Administration (GSA) for the costs of operating ETS2, and recoups those operating costs from ordering activities. At the Government's option, the IFF may be a fixed dollar amount or a percentage. Application of the IFF to CLIN or CLINs will be determined by the Government prior to award. The IFF shall be added by the Government to the price(s) awarded and will be reflected in the total amount charged to the ordering activities. Revisions to the awarded price(s) as a result of an increase or decrease in the IFF during the contract period shall be made in accordance with the proportion(s) allocated to each SubCLIN. The Contractor shall be responsible for reporting and remitting the IFF as required by D.21.

### B.5 CONTRACT TYPE:

The type of contract for this effort is contemplated to be Firm-Fixed Price.

### B.6 CONTRACT DATA REQUIREMENTS

The deliverables contained in Section D.40 shall Not Be Separately Priced (NSP).

**APPENDIX B-1: GUIDANCE FOR ONLINE TRAVEL RESERVATION SERVICE (OTRS) AND AGENT-ASSISTED TRAVEL RESERVATION SERVICE (ATRS) PRICING APPLICATIONS**

The examples below are provided as additional guidance for specific travel scenarios and are interpreted in accordance with the definitions provided in Section B.1.

The following are some examples of OTRS:

1. Traveler books online but the reservation for some reason (availability, etc) cannot be completed online. Traveler emails customer support for technical support in determining the next step in making a reservation, then the transaction would still remain OTRS.
2. Traveler books online but the reservation for some reason cannot be completed online and the reservation is queued to customer support agent for follow-up. If the traveler is informed the reservation was not completed and why and then the traveler maintains responsibility for completing the reservation, the transaction would still remain OTRS.
3. Anytime the traveler makes a change, adjustment, addition such as excess baggage charge, or cancellation to a trip and does not use customer support to have customer support make the change, it is considered OTRS.

The following are some examples of ATRS:

1. Traveler books online but inserts a note in the ETS2 booking engine for an agent to complete the hotel or non-air reservation. A customer service agent must intervene to complete the online transaction but does not need to have direct contact with the traveler to do so.
2. Traveler books online but the reservation for some reason (availability, etc.) cannot be completed online. Traveler emails customer support agent to complete reservation.
3. Traveler completes a hotel reservation and makes a note for a special preference or request, such as a non-smoking room. If the traveler requests a customer service agent to make sure the request is fulfilled, an ATRS fee may apply.
4. Traveler books a flight and requests an aisle seat, and the flight is showing no aisle seat at the time. The traveler may check with the airline to see if an aisle seat opens, however if the traveler uses a customer service agent to perform these checks, an ATRS fee may apply.
5. Anytime the traveler uses a live agent for customer support, an ATRS fee may apply.